

## CLAIMS

The invention is claimed as follows:

1. A computer system for assisting users, associated with a resident of a health care facility, in: (a) sharing information related to a health condition of the resident; and (b) providing donations which are at least partially receivable by the health care facility, the computer system comprising:

a plurality of instructions which direct a processor operating on a wide area network to:

- (a) control a graphical user interface which is accessible to a plurality of users over the network;

- (b) cause the graphical user interface to present donation information to the users, the donation information providing the users with direction on making a donation to: (i) the health care facility; or (ii) an entity other than the health care facility, the entity having a purpose to raise donations which are at least partially receivable by the health care facility;

- (c) enable at least one of the users to present information related to the resident's health condition, the information being available to the other users on the graphical user interface;

- (d) enable the users to electronically deliver information to an electronic address of the health care facility; and

- (e) enable the health care facility to electronically deliver information to each of the users, the information being accessible to the users at a designated portion of the graphical user interface.

2. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to produce a plurality of outputs which vary with different historical patterns of inputs made by each of the users.

3. The computer system of Claim 2, wherein the outputs include a prompt selected from the group consisting of a prompt to make a donation to the health care facility or the entity, a prompt to complete a survey of the health care facility, and a prompt to electronically deliver a compliment to at least one of the health care

providers.

4. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to automatically present designated communications from the health care facility to the users when designated events occur, the designated communications being accessible to the users on the graphical user interface.

5. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to enable a designated one of the users to control the other users' access to the graphical user interface.

6. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to activate at least one security function before providing the users with access to designated information.

7. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to enable the health care facility to customize designated functions accessible on the graphical user interface.

8. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to cause text on the graphical user interface to be selectively presented in a plurality of different human languages.

9. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to cause help information to be accessible on the graphical user interface.

10. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to produce a report based on information provided by the users.

11. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to enable at least one of the users to present a photograph of the resident on the graphical user interface.

5 12. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to cause the graphical user interface to have a graphical scheme which is substantially similar to a graphical scheme of a graphical user interface of the health care facility.

10 13. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to cause the graphical user interface to present an input to each of the users wherein activation of said input transfers the user to a location on the network where the user can make a payment to the health care facility or the entity over the network.

15 14. The computer system of Claim 13, wherein the instructions include at least one instruction which directs the processor to: (a) receive donation information from a processor of the health care facility or the entity after each of the users makes a donation over the network; and (b) upon receiving the donation information, cause a  
20 notice to be provided to a designated person associated with the resident.

15. The computer system of Claim 14, wherein the notice includes an identity of the user that made the donation.

25 16. The computer system of Claim 15, wherein the notice includes mail selected from the group consisting of electronic mail, nonelectronic mail and voice mail.

17. The computer system of Claim 16, wherein the mail includes a gift from the user that made the donation.

30 18. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to enable each of the users to make a payment to the health care facility or the entity over the network.

19. The computer system of Claim 1, wherein the donation information includes a telephone number usable by the users to make a payment to the health care facility or the entity over the phone.

5           20. The computer system of Claim 1, wherein the donation information includes a mailing address usable by the users to mail a payment to the health care facility or the entity.

10           21. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to enable each of the users to electronically deliver an invitation to an electronic address of at least one nonuser, the invitation including information related to the graphical user interface related to the resident.

15           22. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the graphical user interface to present an input to at least one of the users wherein activation of said input enables the user to electronically deliver a message to an electronic address of the health care facility, the message including a compliment to a person who has provided services to the resident.

20           23. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to cause the graphical user interface to present an input to at least one of the users wherein activation of said input enables the user to cause the graphical user interface to present complimenting information related to services provided to the resident.

25

          24. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to cause the graphical user interface to present an input to at least one of the users wherein activation of said input enables the user to electronically complete a survey of the health care facility, whereafter, at least  
30 one of the instructions directs the processor to electronically deliver the completed survey to an electronic address of the health care facility.

25. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to cause the graphical user interface to present an input to at least one of the users wherein activation of said input enables the user to electronically deliver a complaint to an electronic address of the health care facility.

26. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to cause the graphical user interface to present a designated electronic letter from the health care facility to each of the users.

27. The computer system of Claim 1, wherein the instructions include at least one instruction which directs the processor to cause the graphical user interface to present a survey of the health care facility to each of the users.

28. A computer system for assisting users, associated with a patient of a hospital, in: (a) sharing information related to a health condition of the patient; and (b) providing donations which are at least partially receivable by the hospital, the computer system comprising:

a plurality of computer-readable instructions which direct a server operating on an internet to:

- (a) operate a website accessible to a plurality of internet access devices;
- (b) cause the website to present donation information to the users, the donation information providing the users with direction on making a donation to: (i) the hospital; or (ii) an entity other than the hospital, the entity having a purpose to raise donations which are at least partially receivable by the hospital;
- (c) cause the website to automatically present the donation information to the users in accordance with a time scheme based on a historical pattern of inputs made by each of the users at the website;
- (d) enable at least one of the users to present information related to the patient's health condition, the information being available to the other users at the website;
- (e) enable the users to electronically deliver information to an electronic address of the hospital; and

(f) enable the hospital to electronically deliver information to each of the users, the information being accessible to the users at a designated portion of the website.

5           29. The computer system of Claim 28, wherein the instructions include at least one instruction which directs the server to enable at least one of the users to present a photograph of the patient which is accessible at the website.

10           30. The computer system of Claim 28, wherein the instructions include at least one instruction which directs the server to cause the website to have a graphical scheme which is substantially similar to a graphical scheme of a website of the hospital.

15           31. The computer system of Claim 28, wherein the instructions include at least one instruction which directs the server to cause the website to present an input to at least one of the users wherein activation of said input enables the user to electronically deliver a message to an electronic address of the hospital, the message including a compliment to a person who has provided services to the patient.

20           32. The computer system of Claim 28, wherein the instructions include at least one instruction which directs the server to cause the website to present a survey of the hospital to each of the users.

33. A method for use in operating a health care facility, the method comprising:

25           (a) enabling a visitor of a resident of the health care facility to open a website account associated with a website;

            (b) enabling the visitor to provide access to the website account to a select group of users;

30           (c) enabling the visitor to make health condition information of the resident accessible to the users at the website;

            (d) periodically and automatically presenting opportunities for the users to make donations to the health care facility or an entity affiliated with the health care facility while the users are using the website;

(e) periodically and automatically presenting opportunities for the users to complete surveys of the health care facility while the users are using the website;

(f) enabling the users to electronically deliver compliments to health care providers who provide services to the resident; and

5 (g) enabling the health care facility to provide electronic mail to the users by delivering the mail to at least one in-box accessible at the website.

34. The method of Claim 33, wherein step (a) includes the step of enabling a visitor of a patient of a hospital to open a website account.

10

35. The method of Claim 33, wherein steps (d) and (e) each include the step of determining a timing for presenting the opportunities based on a historical pattern of inputs made by the users at the website.

15 36. A method for soliciting donations receivable, at least in part, by a health care facility, the method comprising:

(a) enabling a visitor of a resident of the health care facility to open a website account associated with a website;

20 (b) enabling the visitor to provide access to the website account to a select group of users;

(c) enabling the visitor to make health condition information of the resident accessible to the users at the website; and

25 (d) presenting opportunities for the users to make donations to the health care facility or an entity affiliated with the health care facility while the users are using the website.

37. The method of Claim 36, wherein step (a) includes the step of enabling a visitor of a patient of a hospital to open a website account.

30 38. The method of Claim 36, wherein step (d) includes the step of determining a timing for presenting the opportunities based on a historical pattern of inputs made by the users at the website.

39. A computer system for facilitating communications and financial contributions related to a circumstance of a resident of at least one multi-resident facility, the multi-resident facility being used by an organization to support the resident, the computer system comprising:

5 a plurality of instructions which direct a processor operating on a network to:

(a) control a graphical user interface which is accessible to a plurality of users over the network;

(b) cause the graphical user interface to present financial contribution information to the users, the financial contribution information providing the users with  
10 direction on how to make a financial contribution to: (i) the organization; or (ii) an entity other than the organization, the entity having a purpose to raise donations for use related to the resident's circumstance;

(c) produce a plurality of outputs which vary with different historical patterns of inputs made by each of the users;

15 (d) enable at least one of the users to present information related to the resident's circumstance, the information being available to the other users on the graphical user interface;

(e) enable the users to electronically deliver information to an electronic address of the organization;

20 (f) automatically present designated communications from the organization to the users when designated events occur, the designated communications being accessible to the users on the graphical user interface;

(g) enable the organization to electronically deliver communications to each of the users, the information being accessible to the users at a designated portion of the  
25 graphical user interface;

(h) enable a designated one of the users to control the other users' access to the graphical user interface; and

(i) activate at least one security function before providing the users with access to designated information.

30

40. The computer system of Claim 39, wherein the organization is selected from the group consisting of a health care provider, a military unit, a college, a university, an education provider and a recreation provider.



41. The computer system of Claim 39, wherein the outputs include a prompt selected from the group consisting of a prompt for each of the users to make a financial contribution to the organization or the entity, a prompt for each of the users to complete a survey of the organization, and a prompt for each of the users to electronically deliver  
5 a compliment to at least one of the organizations.

42. The computer system of Claim 39, wherein the instructions include at least one instruction which causes the graphical user interface to present an input to each of the users wherein activation of said input transfers the user to a location on the  
10 network where the user can make a payment to the organization or the entity over the network.

43. The computer system of Claim 39, wherein the instructions include at least one instruction which enables each of the users to make a payment to the  
15 organization or the entity over the network.

44. A method for use by an organization which operates a facility for a plurality of residents, the method comprising:

- 20 (a) enabling a visitor of one of the residents of the facility to open a website account associated with a website;
- (b) enabling the visitor to provide access to the website account to a select group of users;
- (c) enabling the visitor to make information about the resident accessible to the users at the website;
- 25 (d) periodically and automatically presenting opportunities for the users to make financial contributions to the organization or an entity affiliated with the organization while the users are using the website;
- (e) periodically and automatically presenting opportunities for the users to provide information to organization while the users are using the website; and
- 30 (f) enabling the organization to provide electronic mail to the users by delivering the mail to at least one in-box accessible at the website.

45. The method of Claim 45, wherein steps (d) and (e) each include the step of determining a timing for presenting the opportunities based on a historical pattern of inputs made by the users at the website.

5        46. The method of Claim 45, which includes the step of enabling the users to make an electronic payment to the organization or the entity by using the website.